

**COMPLAINT RESPONSES USED BY INDONESIAN
EFL LEARNERS**



RESEARCH PAPER

**Submitted as a Partial Fulfillment of the Requirements
for Getting Bachelor Degree of Education
in Department of English Education**

Proposed by:

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**SCHOOL OF TEACHER TRAINING AND EDUCATION
MUHAMMADIYAH UNIVERSITY OF SURAKARTA**

2014

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TESTIMONY

The researcher testifies that there is no plagiarism on this paper. There is no other work that has been submitted to obtain neither bachelor degree of university, nor their opinion and masterpiece which has been written or published by others. Except those which the writing are referred in the manuscript and mentioned in literary review and bibliography. If any untrue statement is proven in future researcher will hold responsible.

Surakarta, 23 Juni 2014

The Researcher

A handwritten signature in black ink, appearing to read 'Endang Sulastri', with a stylized flourish at the end.

Endang Sulastri

MOTTO

**Jika kamu berbuat baik (berarti) kamu berbuat baik bagi dirimu sendiri dan jika
kamu berbuat jahat, maka kejahatan itu untuk dirimu sendiri**

(QS. Al-Isra': 7)

***Learn from yesterday, live for today, hope for tomorrow. The important thing is
not to stop questioning."***

(Albert Einstein)

***Tersenyum adalah wujud kedamaian yang sederhana
namun, tercipta kebahagiaan untuk hari ini, esok, nusa dan seterusnya***

(The Writer)

DEDICATION

This research paper is dedicated to:

- ✓ **Allah SWT**
- ✓ **My lovely father**
- ✓ **My best mother**
- ✓ **My sisters and my sisters' husband**
- ✓ **My cheerful nieces**
- ✓ **My brother**
- ✓ **My true friends**

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17. Her nice family at *Zhombi* boarding haouse (**Meyrina, Anis, MbK Ita, Risky, Ina,** and **Yani**) for peace and happiness.
18. Her elder's sisters "*Sesepuh Zhombie*" **Mb Yani, Mb Widi, Mb Dani** and **Mb Novi** thanks for the support and advice.
19. All friends "**Green Pepper Family**" in class B of English Department 2010 for togetherness, cooperation, craziness and great relationship.
20. All people who cannot be mentioned one by one, for being part of the writer's life.

She realizes this research paper is far from being perfect, because her limited of capability. Therefore, she would like to thank for the readers if they can gives opinion, suggestion, and criticism to makes to better. She wishes this paper would give useful and beneficial for the readers.

Wassalamualaikun Wr. Wb.

Surakarta, **23** Juni 2014

The Writer



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SUMMARY

**Endang Sulastri. A320100066. COMPLAINT RESPONSES USED BY
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This research aims to describe the use of complaint responses strategies, the use of politeness strategies in complaint responses and different gender induce the use of complaint responses strategy by Indonesian EFL learners in Muhammadiyah University of Surakarta. The study uses descriptive qualitative research in which the research participants were forty Indonesian EFL learners at seventh semester at English education department, Muhammadiyah University of Surakarta. The data were spoken utterances of complaint response strategies elicited through oral DCT (Discourse Completion Tasks) scenarios. The subject consists of twenty male and twenty female participants. The data of complaint responses strategy were analyzed by code schema in Eslami and Rasekh (2004) also added by Brown and Levinson (1987) theory as the type of politeness strategy. The research findings showed that Indonesian EFL learners' strategies of complaint responses have tendency of *IFIDs* 4.4% (based on DCT 8), of *explanation or account* 5.8% (based on DCT 6), of *acceptance responsibility* 2.9% (based on DCT 2), of *expression of appeal* 2.1% (based on DCT 3), of *refusing responsibility* 2.4% (based on DCT 4), of *concern to the hearer* (based on DCT 6), of *offer of repair* 2.1% (based on DCT 1), of *promise of forbearance* 0.8% (based on DCT 2) and *emotional exclamation* 2.1% (based on DCT 4 and DCT 7). As for politeness, Indonesian EFL learners have tendency of *PP* 5.3% (based on DCT 1), of *PP* 5.8% (based on DCT 2), of *PP* 1 7.9% (based on DCT 3), of *NP* 5.3% (based on DCT 4), of *PP* 5.4% (based on DCT 5), of *PP* 6.3% (based on DCT 6), of *PP* 5.8% (based on DCT 7), of *NP* 5.6 % (based on DCT 8) and of *NP* 4.7% (based on DCT 9). In the last as different genders of Indonesian EFL learners induce different use of complaint response strategies have tendency of *explanation or account* (female 13.3%, male 10.8%), *emotional exclamation* (female 4.2%, male 5.0%), of *offer of repair* (female 6.0%, male 5.7%), *concern to the hearer* (female 0.7%, male 1.1%), of *refusing responsibility* (female 2.8%, male 3.8%), of *expression of appeal* (female 5.0%, male 4.6%), of *acceptance responsibility* (female 6.0%, male 6.3%) and of *IFIDs* (female 11.0%, male 12.5%).

Keywords: *pragmatics, speech act, complaint responses strategy, politeness*

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LIST OF ABBREVIATION

DCT	: Discourse Completion Test
C 1/C2	: Complaint statement 1/Complaint statement 2
F	: Female participants
M	: Male Participants
PP	: Politeness Strategy
NP	: Negative Politeness
BOR	: Bald on-Record
OR	: Off Record